

ESCALATION MATRIX

This slide is perfect for product descriptions

	Role	Time	Response	Escalation
Level 1	Customer Support Representative	10-15 min	<ul style="list-style-type: none">• Lorem ipsum is simply dummy text of the printing and typesetting industry	<ul style="list-style-type: none">• Unable to resolve• Request to speak to the manager
Level 2	Customer Support manager	15-60 min	<ul style="list-style-type: none">• Live support with support team	<ul style="list-style-type: none">• Unable to resolve
Level 3	Account Manager	1-2 hours	<ul style="list-style-type: none">• Review issue• Assign immediate task delegation	<ul style="list-style-type: none">• Unable to resolve• Customer Bad Review
Level 4	Product Manager	Half a business days	<ul style="list-style-type: none">• Review issue• Offer incentive to customer	<ul style="list-style-type: none">• Unable to resolve• Customer Request to speak to a higher level
Level 5	Director of Product	1-2 business days	<ul style="list-style-type: none">• Review issue• Apologize to customer and ensure their issue not taken lightly	<ul style="list-style-type: none">• Customer proceeds with closing account
Level 6	Stakeholder	1-3 business days	<ul style="list-style-type: none">• Review issue• Apologize to customer• Formulate improvement to a product that directly prevents the issue from arising again	<ul style="list-style-type: none">• Formal approval from senior management needed
Level 7	Senior Management	Immediate Resolution	<ul style="list-style-type: none">• Review issue• Sign off on a course of action• Consider hiring new talent to solve issue	<ul style="list-style-type: none">• NA

Escalation Matrix Template Excel

R Barnett

A red circular graphic with a gradient, appearing as a semi-circle or a partial circle, located to the right of the author's name.

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